

Element Performance Inspection (EPI) Data Collection Tool

6.1.3 Flight Attendant Duty / Rest Time (OP)

ELEMENT SUMMARY INFORMATION

Purpose of this Element (certificate holder's responsibility):

- To ensure that flight attendants are assigned duty and rest periods, and/or flight time if applicable, in compliance with regulations.

Objective (FAA oversight):

- To determine the effectiveness of the certificate holder's procedures in meeting the desired output of the process.
- To determine if the certificate holder follows its procedures, controls, process measurements, and interfaces for the Flight Attendant Duty/Rest Time process.
- To determine if there were any changes in the personnel identified by the certificate holder as having responsibility and/or authority for the Flight Attendant Duty/Rest Time process.

Specific Instructions:

- To accomplish this EPI, the inspector should be familiar with the certificate holder's record keeping system(s), including software if applicable. The inspector will review the certificate holder's operations specifications, particularly paragraph A032, to determine if the certificate holder has adopted the flight crewmember flight time limitations and rest requirements rule for its flight attendants.

Related EPIs:

- 6.1.1 Scheduling / Reporting System (OP)
- 6.1.2 Flight Crewmember Flight / Duty / Rest Time (OP)
- 6.1.4 Dispatcher Duty / Rest Time (OP)

SUPPLEMENTAL INFORMATION

Specific Regulatory Requirements (SRRs):

- SRRs:
 - 119.43(b)
 - 119.43(b)(1)
 - 119.43(b)(2)
 - 119.43(c)
 - 119.5(l)
 - 119.7(a)(1)
 - 121.135(a)(1)
 - 121.135(b)(1)
 - 121.135(b)(2)
 - 121.135(b)(24)
 - 121.135(b)(3)
 - 121.391(c)
 - 121.467(a)
 - 121.467(b)
 - 121.467(b)(1)

- SRRs:
 - 121.467(b)(10)
 - 121.467(b)(11)
 - 121.467(b)(12)
 - 121.467(b)(13)
 - 121.467(b)(14)
 - 121.467(b)(2)
 - 121.467(b)(3)
 - 121.467(b)(4)
 - 121.467(b)(5)
 - 121.467(b)(6)
 - 121.467(b)(7)
 - 121.467(b)(8)
 - 121.467(b)(9)
 - 121.467(c)
 - 121.467(c)(1)(i)
 - 121.467(c)(1)(ii)
 - 121.467(c)(1)(iii)
 - 121.467(c)(1)(iv)
 - 121.683
 - 121.683(a)(1)
 - 121.683(b)
 - 121.683(c)
 - A.003Airplane Authorization
 - A.032Adoption of Flight Crewmember Flight Time

Related CFRs & FAA Policy/Guidance:

- Related CFRs:
 - Intentionally left blank
- FAA Policy/Guidance:
 - Amendment 121-241 59FR42974
 - Interpretation 1997-6 "Federal Aviation Decisions"
 - HBAT 98-08
 - FAA Order 8400.10, volume 3, chapter 16, section 6, paragraph 2405

EPI SECTION 1 - PERFORMANCE OBSERVABLES

Objective: (FAA oversight responsibility): The tasks and questions in this section of the data collection tool (DCT) are designed to assist the inspector in determining if the certificate holder follows its written procedures and controls and meets the established performance measures of the process. To accomplish this, questions have been generated to test both the outputs of the process as well as the process itself. Question 1 and its following subquestions are directed at the output(s) of the process, whereas questions 2-6, when answered, should be directed at the process itself.

Tasks

	To meet this objective, the inspector must accomplish the following tasks:
1.	Review the information listed in the Supplemental Information section of this DCT.
2.	Review the policies, procedures, instructions, and information for the Flight Attendant Duty/Rest Time process contained in the certificate holder's manual.
3.	Review the last accomplished associated safety attribute inspection (SAI) for this element with emphasis on the controls, process measurements, and interface attribute section responses.
4.	Observe the Flight Attendant Duty/Rest Time process to gain an understanding of the procedures, instructions, and information contained in the certificate holder's manual.
5.	Discuss the Flight Attendant Duty/Rest Time process with the personnel (other than management) who perform the duties and responsibilities required by the process.

Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Determine whether the following performance measures were met:	
1.1.	<p>Were flight attendants given the required rest periods by the certificate holder before reporting for duty?</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> 1. Check at the air carrier specified location by interviewing the crew scheduler(s), that flight attendants were assigned duty periods so that the applicable duty period limitations and rest requirements were met in accordance with the Certificate Holder's design or as required by 14 CFR section 121.467 and other FAA guidance. <i>Sources: 121.467</i> 2. Check at the air carrier specified location by observing the crew scheduler(s) scheduling flight attendants, that the flight attendants are being assigned duty periods so that the applicable duty period limitations and rest requirements are met in accordance with the Certificate Holder's design or as required by 14 CFR section 121.467 and other FAA guidance. <i>Sources: 121.467</i> 3. Check at the aircraft cabin by interviewing the flight attendants, that flight attendants are being assigned duty periods so that the applicable duty period limitations and rest requirements are met in accordance with the Certificate Holder's design or as required by the regulations and FAA guidance. <i>Sources: 121.467</i> 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.2.	Were flight attendants free from duties assigned by the certificate holder during	<input type="checkbox"/> Yes

	required rest periods?	<input type="checkbox"/> No, Explain
1.3.	Was each flight attendant released from duty by the certificate holder for 24 consecutive hours in each 7 consecutive calendar day period?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.4.	Were applicable flight time requirements met for flight attendants?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.5.	<p>Were flight attendants scheduled so their duty periods were not exceeded without the required rest and/or augmentation?</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> 1. Check at the air carrier specified location by interviewing the crew scheduler(s), that flight attendants were assigned duty periods so that the applicable duty period limitations and rest requirements were met in accordance with the Certificate Holder's design or as required by 14 CFR section 121.467 and other FAA guidance. <i>Sources: 121.467</i> 2. Check at the air carrier specified location by observing the crew scheduler(s) scheduling flight attendants, that the flight attendants are being assigned duty periods so that the applicable duty period limitations and rest requirements are met in accordance with the Certificate Holder's design or as required by 14 CFR section 121.467 and other FAA guidance. <i>Sources: 121.467</i> 3. Check at the aircraft cabin by interviewing the flight attendants, that flight attendants are being assigned duty periods so that the applicable duty period limitations and rest requirements are met in accordance with the Certificate Holder's design or as required by the regulations and FAA guidance. <i>Sources: 121.467</i> 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.6.	Did the certificate holder maintain current records of each flight attendant showing compliance with flight/duty limitations and rest requirements?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.	<p>Were the certificate holder's policies, procedures, instructions, and information, contained in its manual for the Flight Attendant Duty/Rest Time process, followed?</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> 1. Check at the air carrier specified location by interviewing the crew scheduler(s), that if the flight attendant was scheduled an interim break at a hotel (i.e., less than a minimum rest period), that the break was included within the duty period limitations in accordance with the Certificate Holder's design. 2. Check at the aircraft cabin by interviewing crewmembers (pilots and flight attendants) that crewmembers understand that the Pilot in Command cannot initiate an aircraft operation if s/he knows that flight attendant duty and rest rules would be violated. <i>Sources: Interpretation 1997-6, Federal Aviation Decisions, page I-137</i> 3. Check at the aircraft cabin by interviewing flight attendants, that flight attendants understand that the Pilot in Command cannot initiate an aircraft operation if s/he knows that flight attendant duty and rest rules would be violated. <i>Sources: Interpretation 1997-6, Federal Aviation Decisions, page I-137</i> 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

3.	Were the Flight Attendant Duty/Rest Time process controls followed?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
4.	<p>Did the records for the Flight Attendant Duty/Rest Time process comply with the instructions provided in the certificate holder's manual?</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> 1. Check the flight attendant scheduling records at the Certificate Holder's records repository, that if a flight attendant was scheduled an interim break at a hotel (i.e., less than a minimum rest period), that the break was included within the duty period limitations in accordance with the Certificate Holder's design. 2. Check the flight attendant scheduling records at the Certificate Holder's records repository, that flight attendants were assigned duty periods so that the applicable duty period limitations and rest requirements were met in accordance with the Certificate Holder's design or as required by the regulations and FAA guidance. <p><i>Sources: 121.467</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.	Were the process measurements for the Flight Attendant Duty/Rest Time process effective in identifying problems or potential problems and providing corrective action for them?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
6.	Did personnel properly handle the associated interfaces by complying with other written policies, procedures, instructions, and information that are related to this element?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

EPI SECTION 1 - PERFORMANCE OBSERVABLES Drop-Down Menu	
1.	Personnel.
2.	Tools and Equipment.
3.	Technical Data.
4.	Procedures, policies or instructions or information.
5.	Materials.
6.	Facilities.
7.	Controls.
8.	Process Measures.
9.	Interfaces.
10.	Desired Outcome.
11.	Other.

EPI SECTION 2 - MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES

Objective: The questions in this section address the responsibility and authority of the process. They are designed to assist the inspector in determining if there is a clearly identifiable, qualified, and knowledgeable person who is responsible for the process, is answerable for the quality of the process, and has the authority to establish and modify the process. (The person with the authority may or may not be the person with the responsibility.)

Tasks

	To meet this objective, the inspector must accomplish the following tasks:
	NOTE: If no personnel or major program changes (as defined by the principal inspector (PI)) affecting the responsibility or authority attributes for this element have occurred since the last SAI and/or EPI was accomplished, then do not perform tasks 3-6, below. Answer questions 1 and 2, below, and provide the name/title.
1.	Identify the person who has overall responsibility for the Flight Attendant Duty/Rest Time process.
2.	Identify the person who has overall authority for the Flight Attendant Duty/Rest Time process.
3.	Review the duties and responsibilities for the person(s) who manage the Flight Attendant Duty/Rest Time process documented in the certificate holder's manual.
4.	Review the appropriate organizational chart.
5.	Discuss the Flight Attendant Duty/Rest Time process with the management personnel identified in tasks 1 and 2.
6.	Evaluate the qualifications and work experience of the management personnel identified in tasks 1 and 2.

Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Is there a clearly identified person who is responsible for the quality of the Flight Attendant Duty/Rest Time process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title:
2.	Is there a clearly identified person who has authority to establish and modify the certificate holder's policies, procedures, instructions, and information for the Flight Attendant Duty/Rest Time process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title:
3.	Does the responsible person know that he/she has responsibility for the Flight Attendant Duty/Rest Time process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
4.	Does the person with authority know that he/she has authority for the Flight Attendant Duty/Rest Time process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
5.	Does the person with responsibility for the Flight Attendant Duty/Rest Time process meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
6.	Does the person with authority to establish and modify the Flight Attendant Duty/Rest Time process meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change

7.	Does the person with responsibility understand the controls, process measurements, and interfaces associated with the Flight Attendant Duty/Rest Time process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
8.	Does the person with authority understand the controls, process measurements, and interfaces associated with the Flight Attendant Duty/Rest Time process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
9.	Does the responsible person know who has authority to establish and modify the Flight Attendant Duty/Rest Time process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
10.	Does the individual with authority know who has the responsibility for the Flight Attendant Duty/Rest Time process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change

EPI SECTION 2 - MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES	
Drop-Down Menu	
1.	Assignment of responsibility.
2.	Assignment of authority.
3.	Does not understand procedures, policies or instructions and information.
4.	Does not understand controls.
5.	Does not understand process measurements.
6.	Does not understand interfaces.
7.	Span of control.
8.	Position vacant.
9.	Other.